



Metropolitan Transportation Authority

Department of Diversity and Civil Rights

Diversity and Inclusion Board Presentation

February 26, 2020



During the New York State Fiscal Year 2018/19, out of 97 NYS Agencies and Authorities, the MTA was ranked number one with payments to NYS certified MWBEs totaling \$736 million.

There were additional payments made to NYS certified MWBEs on FTA funded projects totaling \$207 million.

Thus, a total of \$943 million was paid to NYS certified MWBEs.







NYS Fiscal Year 2019 -20 (April 2019-March 2020)

Annual MWBE Goals – 30%

MWBE Results – 26%

Federal Fiscal Year 2018 -19 (October 2018-September 2019)

Annual DBE Goals – 18%

DBE Results – 26%

General Contracting

Total Contract Awards: \$26.4 Million
Total Jobs Created: 634

HELY DUARTE Zion Contracting, LLC

BUILD YOUR BUSINESS WITH THE MTA

Join our **Small Business Mentoring Program** and your company could work on bigger MTA projects than you ever thought possible. In fact, since **2010**, the SBMP has awarded **\$328 million** in contracts and created **7,800 jobs**. See if you qualify at **mta.info/sbdp**, or email us at **sbdp@mtahq.org**.







MTA SMALL BUSINESS DEVELOPMENT PROGRAM AND THE MTA SMALL BUSINESS FEDERAL PROGRAM THE NEW PARADIGM FOR SMALL BUSINESS IN TRANSPORTATION

THE NATION'S FIRST REGIONAL SMALL BUSINESS MENTORING PROGRAM

MTA Emerging Contractor Program MTA Small Business Mentoring Program MTA Small Business Federal Program

A DECADE OF RESULTS

427 CONTRACTS AWARDED, TOTALING \$446 MILLION

10 YEARS OF SUCCESS

2010-2020 AND MOVING FORWARD

BUILDING CERTIFIED MINORITY, WOMEN-OWNED, DISADVANTAGED AND SERVICE-DISABLED VETERAN-OWNED BUSINESS ENTERPRISES AND SMALL BUSINESS IN TRANSPORTATION

NYS Discretionary Program

The MTA has the highest New York State Discretionary Threshold at \$1 million while the other 96 NYS Agencies' Discretionary Thresholds are \$500k.

RFP generated for IT Services – The MTA retained the services of 30 NYS certified MWBE IT Firms. To date, there has been 600 assignments totaling \$89.1 million. All firms have received assignments.





Diversity & Inclusion

NYCT Transit Employee Groups 2019







Employer of Choice

D&I Excellence in Mass Transportation



"The parallel centralizations of Procurement and Capitalrelated functions should enable an even greater focus on MWBE and small business development objectives and transparency across Agencies in achieving those objectives. This should help to ensure MTA investments support economic development across the region, and the MTA continues to have one of the leading MWBE programs in the nation."

> AlixPartners MTA Transformation Plan Preliminary Report June 30, 2019

Department of Diversity & Civil Rights



Equal Opportunity Programs



EEO Key Partners	Title VI Key Partners	MWBE, DBE, SDVOB	DBE Certification	Small Business Development Key Partners	Inclusion Diversity Equity Access
Agency Presidents Human Resources Labor Relations Legal Corporate Compliance Operating Agencies Managers & Supervisors FTA Governor's Office Empire State Dev. Corp	Agency Presidents Operations Planning Government & Comm. Relations Legal Operating Agencies Managers & Supervisors FTA Governor's Office Empire State Dev. Corp	Agency Presidents Capital Programs Project CEOs Procurement Legal Marketing & Communication Operating Agencies Elected Officials MWDBE Trade Groups FTA Governor's Office ESDC	MTA NYSDOT PANYNJ NFTA FTA	Agency Presidents CPM OCO Capital Programs FTA Governor's Office Empire State Dev. Corp	for Employees Customers Communities Vendors Contractors

Recommended Strategies to Improve Diversity MTA-Wide

- Enhance relationships with Diversity and Professional Women and Minority Organizations.
- Create an All-Agency Recruitment Budget.
- Develop or expand paid internships, apprenticeships and mentorship programs.
- Partner with local colleges, high schools, middle schools and trade schools to advance MTA as a "future" employer of choice.
- Improve the MTA website presence and utilize social media more effectively.
- Restructure employee benefits to include current and best practices.

- Develop structured and appealing succession planning that forecasts future skills that will be needed at the MTA and uses exceptional performance, professional development, and talent banks as key components.
- Update technology, enrich job descriptions and streamline the recruitment process.
- Develop and expand the use of *Employee Resource Groups* MTA-wide.
- Create a Diversity Action Committee to meet quarterly to recommend specific strategies for identified agency-wide diversity challenges, and to review and monitor progress.



Strategic Process for Identifying and Correcting Underutilization at the MTA

	Inclusion Diversity Equity Access	Strategic Retention	Intentional Development	Targeted Recruitment	Confirm Commitment, Accountability & Resources	Internal Audit and External Review
Environmental Review (Focus group surveys, complaint basis, comments from exist interview etc.executive approval)presence, revamp hiring process, advetrise perks, enticing job descriptions)interview feedback, celebrate cross functional and embrace individual learning styles, etc, .)competitive salaries and value- added benefits that provide opportunities to grow)employme opportunitiesResearch (Historical information, statistics, trends)Create a Budget (Identify staff, budget, technology & approvals required for success.)Create a Budget (Identify staff, budget, technology & approvals required for success.)Use Internal Resources (Diater approvals required for success.)Succession Planning (Create jobs for internal hire, employee referral program, MTA-wide EO/HR erruitment video)Succession Planning (Create an MTA-wide)Working Conduct working to descriptions (Create an MTA-wide)Working Conduct working to descriptionsNew Hire employee working to descriptionsWhat are the Challenges? (Collaborate with Partners) (Policies, practices, environment, CBA, etc.)Identify Potential Legal or organizational Issues (Limitation due to Union 	For all MTA mployment portunities: New Hires romotions Lateral lovements Transfers ecial/Acting ssignments	Competitive Salaries (Communicate total compensation package, offer competitive salaries and value- added benefits that provide opportunities to grow) Working Conditions (Improving management/ employee relationship; conduct "Voice of the Employee Survey" every 2 years, identify employee dissatisfaction before getting the resignation letter) Employee Recognition (Publicly praise exceptional employee efforts and ideas MTA-wide, on the spot awards, etc. Improving MTA attractiveness (Understand generational employee needs, flexible work arrangements, child care, telecommuting) Enhanced Exit Interview	Engaged Environment (Think Bottom Up not Top Down, Provide employee interview feedback, celebrate cross functional team success, understand and embrace individual learning styles, etc, .) Succession Planning (Create an MTA-wide Talent Mobility Program, Define steps for upward mobility within job groups/Agency, etc) Create Talent Pipeline (Structured employee mentorships, Targeted apprenticeships to fill anticipated gaps, select internships, etc.) Future Transit Talent (Branding Transit as a great career choice for grade, technical and trade	Increased Attractiveness (Branding – introduce the new MTA, captivating web presence, revamp hiring process, advertise perks, enticing job descriptions) Use Internal Resources (Create jobs for internal hire, employee referral program, MTA-wide EO/HR recruitment roundtable, and recruitment video) Cultivate Talent (Employee development, apprenticeships, paid internships, etc.) Expand External Visibility (Partnership with technical & trade schools, and colleges, Create MTA Job Alert app, Bi-annual MTA- wide job fair) Required training for	Communicate Concern (Provide business case for action item & obtain executive approval) Identify Owner(s) (Obtain agreement on who will manage, monitor and implement the plan) Create a Budget (Identify staff, budget, technology & approvals required for success.) Determine Other Needs (Materials, facility use, training modules, external commitments, giveaways, etc.) Identify Potential Legal or organizational Issues (Limitation due to Union contracts, legal exposure,	Data Collection & Analysis (Utilization, availability, salary & retention analysis) Environmental Review (Focus group surveys, complaint basis, comments from exist interview etc. Research (Historical information, statistics, trends) How do we Compare (Industry, Transit, etc.) What are the Challenges? (Internal, external, unique) Who are Stakeholders? (Collaborate with Partners) What Impedes Process (Policies, practices, environment, CBA, etc.)

In essence the "Best Social Program" is a job or contract opportunity. Access to a contract equals:

- Job Creation
- Home Ownership
- Better Educational Opportunities
- Better Health Care Options
- Migration to the Middle Class and the American Dream

Special Thanks to:

- Governor Andrew Cuomo
- MTA CEO Pat Foye
- MTA Board
- Board Chairperson Herman and the Diversity Committee
- Agency Presidents and Respective Staffs

